

# MANAGEMENT EMPLOYMENT OPPORTUNITY

CITY OF  
**LONG BEACH**



**Bureau Manager,  
Collective Impact and Organizational Operations  
HEALTH AND HUMAN SERVICES DEPARTMENT**

*The City of Long Beach is seeking a dynamic and collaborative professional who has a passion for organizational excellence, collective impact, and supporting the move toward an agile, outcome focused Department that is prepared for the ever-changing environment of public health.*



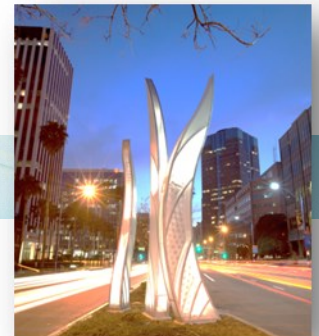
## THE COMMUNITY

Ideally located on the Pacific Ocean south of Los Angeles, adjacent to Orange County, the City of Long Beach, California (population 462,257) is frequently described as a series of strong, diverse interwoven smaller communities within a large city. Enjoying an ideal Southern California climate, Long Beach is home to an abundance of cultural and recreational options. The Long Beach Convention Center, Aquarium of the Pacific, Queen

Mary and the annual Toyota Grand Prix of Long Beach, plus a wide variety of other attractions (two historic ranchos, three marinas, and five golf courses), serve to draw 5.5 million visitors a year. The City is also home to California State University, Long Beach and Long Beach City College. Cal State Long Beach is the second largest university in the state and has consistently ranked among the top best value public colleges in the nation. Serving the K-12 student population, the Long Beach Unified School District consistently ranks among the Top 10 urban school districts in the country. Covering approximately 50 square miles, Long Beach is supported by a wide mix of industries with education, health and social services, manufacturing, retail trade, and professional services comprising the highest representation. While it offers all the amenities of a large metropolis, many say Long Beach has the added benefit of having maintained a strong sense of community and cohesiveness despite its growth. Long Beach is the seventh largest city in California, and celebrates its vibrant diversity. The City has the following ethnic breakdown: 40.8 percent Hispanic, 29.4 percent White, 13.0 percent Black, 12.6 percent Asian, and 4.2 percent all other ethnicities. A superb climate, quality schools, a vibrant downtown, and a wide variety of neighborhoods help make Long Beach one of the most livable communities in the country.

## CITY GOVERNMENT

Long Beach is a full-service Charter City governed by nine City Council members who are elected by district and a Mayor that is elected at-large. Elected officials also include the City Attorney, City Auditor, and City Prosecutor. The Council Members and the Mayor are subject to a two-term limit, which allows them to serve for a maximum of eight years. The City Council appoints a City Manager and a City Clerk. The City Manager is responsible for the efficient administration of all City departments, excluding those under the direction of a separately elected official, Board or Commission. In addition to its traditional services, Long Beach maintains one of the world's busiest seaports, which serves as a leading gateway for international trade. The City also has its own full-service commercial airport and is one of only three cities in California with its own Health and Gas & Oil Departments. Long Beach is supported by a total FY2016 budget of approximately \$2.7 billion, with the General Fund budget totaling \$427 million. More than 5,800 full and part-time employees support municipal operations with the majority being represented by nine employee associations.



## HEALTH DEPARTMENT

The Health and Human Services Department has over 300 employees located in nine sites. It operates with a \$117 million annual budget, 99% of which comes from Federal, State, County, and private funds. Reporting to the Director are the City Health Officer and six bureau managers (Collective Impact & Business Operations, Community Health, Environmental Health,

Housing Authority, Physician Services, and Policy, Planning and Prevention). The Director is responsible for the overall administration of the Department. The Department values quality and excellence, innovation, teamwork, and diversity. It has a current, activated strategic plan and is in the final stages of the public health accreditation process.





## THE POSITION

Reporting to the Department Director, this Bureau Manager position is an at-will management position that will manage the internal administrative operations for the Department and lead collective, coordinated program and data efforts across the Department. This includes cross-agency coordination, performance management, resource identification and prioritization, developing and implementing consistent policies and procedures, and building a strong communication culture. Responsibilities of this position include, but are not limited to:

- Managing the administrative functions of the Department, including Finance and Human Resources.
- Driving internal coordination across Department programs and improving coordination and collaboration for service planning and resource use.
- Participating in developing and implementing quality control and quality improvement programs and initiatives to evaluate program effectiveness and operational efficiencies.
- Developing and monitoring policies and procedures to streamline procedures, promote efficiencies and ensure more consistent operations across the Department.
- Assisting Bureaus with the analysis and interpretation of existing and proposed federal, state, and local legislation, policies, procedures and other directives to determine impact on operations.
- Supporting the Department in identifying and prioritizing new opportunities for revenue generation that align with the Departments mission and strategic goals.
- Supporting moving the Department to a strengths-based, feedback oriented culture, including supporting design and implementation of culture change, leadership development, and communication practices to ensure a positive and transparent Department culture.
- Supporting design and implementation of organizational development and training to address operational needs and to support Department vision and employee growth.

## THE IDEAL CANDIDATE

The ideal candidate will demonstrate the following knowledge, skills and abilities:

- Leadership skills, with proven ability to effectively manage and build agreement and commitment; a proven track record of identifying and developing employee talents/strengths.
- Ability to effectively track and communicate, both internally and externally, department operations and projects.
- Ability to understand a “big picture” systems approach to organizations and effectively lead collaborative efforts to break down silos and achieve stated outcomes.
- Ability to understand complex programs, budgets/finance/funding, and contracts/grant management to effectively lead and provide strategic guidance to professional staff.
- Ability to work with program evaluation, outcome and performance measures, data systems and to use data to inform decision-making.

### Experience + Education

1. Graduation from an accredited university or college with a Bachelor’s degree in Public or Business Administration, Public Health, Organizational Development or a closely related field. Master’s degree preferred.
2. Eight years of professional administrative experience including grants administration, finance, and leading/ implementing collaborative programs in a Public Health Agency, Human Services System, or a Community-based organization that provides health or social programs to a diverse community; at least three years of which must have been in a senior level management capacity.

### Professional Attributes

- Engaging, collaborative, facilitative in nature, works well with subordinates, peers, supervisors and the community
- Willing and able to challenge the “status quo” when needed
- Action and results oriented, innovative, strategic, analytical, accepts accountability
- Comfortable working in a complex public service organization with rapidly changing issues, needs and challenges
- An active listener and supportive team builder with strong interpersonal and communication skills
- An energetic management style and is willing to be hands-on
- Works constructively in a culturally inclusive work environment and community

## SALARY + BENEFITS

The midpoint for this position is \$125,000. Salary is commensurate with work experience. The City's compensation package also encompasses an attractive benefits package that includes:

- **Retirement** – City offers CalPERS with a benefit of 2.5% @ 55 for Classic members or 2% at 62 for new members as defined by PEPR, subject to the limitations set by PERS. Employee pays the employee portion. The City also participates in Social Security.
- **Vacation** – 12 days (96 hours) after one year of service; 15 days (120 hours) after four years, six months of service; 20 days (160 hours) after 19 years, six months of service.
- **Executive Leave** – Forty (40) hours per year.
- **Sick Leave** – One day (8 hours) earned per month; unlimited accumulation; conversion upon retirement to cash credit toward health and/or dental insurance premiums, or to pension credits.
- **Holidays** – Nine designated holidays per year, plus four floating personal holidays (8 hours per holiday).
- **Monthly Auto Allowance**
- **Health Insurance** – Two plans are available: one HMO, and one PPO plan. The City pays major portion of the premium for employee and dependents.
- **Dental Insurance** – Two dental plans are available for employees and dependents.
- **Life Insurance** – City-paid term life insurance policy equal to three times annual salary to a maximum of \$500,000.
- **Disability** – City-paid short-term and long-term disability insurance.
- **Management Physical** – Annual City-paid physical examination.
- **Deferred Compensation** – Available through ICMA Retirement Corporation.
- **Flexible Spending Accounts (FSA)** – Available for health and dependent care expenses.

## APPLICATION PROCESS

This recruitment will close at 4:30 pm **on Friday, February 5, 2016**. To be considered for this opportunity, applicants must submit a resume and cover letter that reflect the scope and level of their current/most recent positions and responsibilities, including salary history. Resumes should be submitted at **[LBDHHS-JobApplications@longbeach.gov](mailto:LBDHHS-JobApplications@longbeach.gov)** (please include **Bureau Manager HE15-011** in the subject line). Candidates must also complete the supplemental questionnaire. Applicants must clearly demonstrate that they meet the requirements in order to be considered.

The City anticipates inviting a smaller group of finalists for further interview in February 2016, with an appointment anticipated no later than March 2016, following the completion of thorough reference and background checks. Incomplete applications or candidates who clearly do not meet the minimum requirements of the position will not be considered.

This information is available in an alternative format by request to the Administration Bureau at (562) 570-4009.

## EQUAL OPPORTUNITY

The City of Long Beach is an Equal Opportunity Employer and values diversity at all levels of the organization.

In support of the City's Language Access Policy, bilingual skills (Spanish, Khmer and/or Tagalog) are desirable for positions interacting with the public.

## SUPPLEMENTAL QUESTIONNAIRE

Please submit your written response to the following questions in PDF format. Responses are to be no more than one page per question. Please include your name on all information submitted. The responses submitted will be used as part of the evaluation and selection process.

1. Explain the values and characteristics you look for in staff who report to you. Please describe your approach to ensuring these values are lived within the organization and among your staff?
2. Please give specific examples demonstrating your professional administrative experience in grants administration, finance, and leading/ implementing collaborative programs in a Public Health agency, Human Services System, or a Community based organization that provides health or social programs to a diverse community.
3. The Department recently underwent an organizational review that outlines a number of recommended changes to the organization. Please discuss how you would effectively lead and manage organizational change efforts.
4. Effective communication at all levels is key to an effective organization. Describe your communication style, and what effective communication looks like for you. How would you move an organization to a culture of effective communication?